



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

October 19, 2018

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Dear ██████████

As of **January 1, 2019**, GuildNet will no longer participate in the New York State Managed Long Term Care (MLTC) Program. This means that you will no longer be able to get your long term care services and supports through GuildNet.

What are my options?

You must choose another managed long term care (MLTC) plan. This letter includes a list of MLTC plans that are available in your area.

For more information about the managed long term care plans available to you please call **New York Medicaid Choice at 1-888-401-MLTC or 1-888-401-6582 (TTY users: 1-888-329-1541)**. New York Medicaid Choice (NYMC) is the State's Enrollment Broker. You can call Monday to Friday, from 8:30 am to 8:00 pm and Saturday, from 10:00 am to 6 pm. You can also call your GuildNet care manager with any questions.

NYMC can provide you with information about which plans have your provider in their network. The plan that you select will continue to honor your current plan of care for 120 days from the date that you transfer to the new plan. NYMC will assist in transferring you to the new plan that you select.



What happens next?

You have 60 days to choose a new plan. If you do not select a new plan by **December 19, 2018**, a new plan will be chosen for you so that you can begin receiving services from your new MLTC plan on January 1.

In the meantime, you will continue to receive services from GuildNet until the transfer to your new plan is complete. If you have any questions about this letter, please contact your GuildNet care manager at 1-800-932-4703.

Thank you.

**IMPORTANT: GuildNet Gold Plus FIDA Plan won't be offered in 2019.
Keep this notice for your records**

October 2, 2018



GuildNet Gold Plus FIDA Plan will no longer be participating in the Fully Integrated Duals Advantage (FIDA) program as of December 31, 2018. This means that you will not be able to get your services through GuildNet Gold Plus FIDA Plan after December 31, 2018. In addition, if you don't take action by December 31, you will be enrolled into another FIDA Plan effective January 1, 2019, and you will be able to get all of your services through that FIDA Plan. You will soon get a letter from New York Medicaid Choice. The letter will include the name of the FIDA Plan into which you will be enrolled. If you do not want to be enrolled in the FIDA Plan shown in the letter, you have several options listed below.

What are my options?

1. You can enroll in another FIDA Plan.

- There are other FIDA Plans in your county. If you choose to join one of these plans, it will cover all of your current Medicare and Medicaid benefits, including prescription drugs. Other FIDA Plans may also offer additional benefits, such as monthly allowances to buy some health-related items.
- To get more information about FIDA Plans in your county, call New York Medicaid Choice at 1-855-600-3432.

2. You can enroll in a Managed Long Term Care (MLTC) plan. If you do this, you will get your Medicare and prescription drug services separately.

- You will need to call New York Medicaid Choice at 1-855-600-3432 to select a MLTC plan.

If you choose a MLTC plan, you need to decide how to get your Medicare benefits in one of the following ways:

- You can get your Medicare services, such as doctor visits, through Original Medicare. To change to Original Medicare, contact Medicare. The contact information is in the attached List of Resources. If you choose Original Medicare, you need to join a separate Medicare prescription drug plan, also known as a "Part D plan" to get prescription drug coverage. If you don't choose a drug plan on your own, Medicare will choose a new drug plan for you.
- You can enroll in a Medicare Advantage health plan to get your Medicare services. A Medicare Advantage plan is offered by a private company that works with Medicare to provide benefits. Medicare Advantage plans cover all services that Original Medicare covers and may offer extra coverage such as vision, hearing, or dental. Most include prescription drug coverage as well.

NOTE: If you have End-Stage Renal Disease (ESRD), you have a one-time right to join a new Medicare health plan. Keep a copy of this letter as proof of your right to join a new Medicare health plan.


To find out which Medicare health plans are in your area, or to enroll in a Medicare health plan, call 1-800-MEDICARE (1-800-633-4227) or TTY: 1-800-486-2048, 24 hours a day, 7 days a week. The calls are free.

If you do not pick one of the choices listed above by December 31, 2018, you will be enrolled into a new FIDA Plan as of January 1, 2019. You will continue to see your current providers for at least 90 days and you can continue to get your current medications for up to 90 days until your new care plan is in place. You will also get a letter from New York Medicaid Choice with more information about your new FIDA Plan.

No matter what choice you make, you will still have Medicare and Medicaid benefits, including prescription drugs.

We recognize the inconvenience this may cause and are committed to making this transition as smooth as possible.

Sincerely,



Alan R. Morse, JD, PhD
President & CEO
Lighthouse Guild

GuildNet Gold Plus FIDA Plan is a managed care plan that contracts with both Medicare and the New York State Department of Health (Medicaid) to provide benefits of both programs to Participants through the Fully Integrated Duals Advantage (FIDA) Demonstration.

The State of New York has created a participant ombudsman program called the Independent Consumer Advocacy Network (ICAN) to provide Participants free, confidential assistance on any services offered by GuildNet Gold Plus FIDA Plan. ICAN may be reached toll-free at 1-844-614-8800 or online at icannys.org.

You can get this information for free in other languages. Call **1-800-815-0000** and **711** during Monday through Sunday, from 8 am to 8 pm. The call is free.

您可以免費獲得該資料的其它語言版本。請致電 **1-800-815-0000** 聯繫；TTY/TDD 用戶致電**711** 聯繫；工作時間為星期一至星期天的上午 8 點 至晚上 8 點。該電話為免費電話。

Ou kapab jwenn enfòmasyon sa yo pou gratis nan lòt lang yo. Rele nimewo **1-800-815-0000**; ak TTY/TDD **711**, depi lendi jiska dimanch, ant 8 am ak 8 pm. Koutfil la gratis.

Puoi ottenere queste informazioni gratis anche in altre lingue. Telefona al numero verde **1-800-815-0000** ; per chi ha problemi di udito (TTY/TDD) **711**, dal lunedì a domenica, dalle 8 alle 20. La telefonata è gratis.

이 정보를 다른 언어로도 받으실 수 있습니다. 무료입니다. 요청하시려면 전화**1-800-815-0000** 또는 TTY/TDD **711**. 월요일에서 일요일 오전 8시에서 오후 8시 사이. 전화는 수신자 부담입니다.

Вы можете бесплатно получить эту информацию на других языках. Позвоните по телефону **1-800-815-0000** ; или воспользуйтесь линией TTY/TDD **711**, с понедельника по воскресенье, с 8 по 20:00. Звонок бесплатный.

Usted puede obtener esta información gratis en otros idiomas. Llame al **1-800-815-0000**; y TTY/TDD **711**, de lunes a domingo, entre 8 am y 8 pm. La llamada es gratis.

You can get this information for free in other formats, such as large print, braille, or audio. Call 1-800-815-0000 and TTY/TDD 711 during Monday through Sunday, 8am to 8pm. The call is free.

GuildNet Gold Plus FIDA Plan

For questions about your plan coverage

Call: **1-800-815-0000**
TTY/TDD users: 711

8:00 a.m. - 8:00 p.m. 7 days a week.

The call and the help are free.

Online: **www.lighthouseguild.org/guildnet**

New York Medicaid Choice

For questions about FIDA and MLTC plans

Call: 1-855-600-3432
TTY users: 1-888-329-1541
A free interpreter: 1-855-600-3432

Monday-Friday, 8:30 am – 8:00 pm
Saturday, 10:00 am – 6:00 pm

The call and the help are free.

Online: www.nymedicaidchoice.com

Medicare

For questions about your Medicare benefits

Call: 1-800-MEDICARE (1-800-633-4227)
TTY users: 1-877-486-2048.

24 hours a day, 7 days a week

The call and the help are free.

Online: www.medicare.gov

Independent Consumer Advocacy Network (ICAN)

For complaints and questions about your Medicare, Medicaid, and long-term care services

Call: 1-844-614-8800
TTY users: 711
A free interpreter: 1-844-614-8800

Monday-Friday, 8:00 am – 8:00 pm

The call and the help are free.

Online: www.icannys.org



GuildNet complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. GuildNet does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

GuildNet:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact GuildNet at 1-800-815-0000, TTY 711, Monday through Sunday, 8am to 8pm.

If you believe that GuildNet has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Joel Levi, Chief Compliance Officer, 250 West 64th Street, New York, NY 10023, 212-769-6212, fax 212-595-4907, LeviJ@Lighthouseguild.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Joel Levi is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-815-0000 (TTY: 711).

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注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-815-0000 (TTY : 711)。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-815-0000 (телетайп: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-815-0000 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-815-0000 (TTY: 711)번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-815-0000 (TTY: 711).

אויפּמערקזאַם: אויב איר רעדט אידיש, זענען פאַרהאַן פאַר אייך שפּראַך הילף סערוויסעס פּרײַ פּון אפּצאַל. רופּט 1-800-815-0000 (TTY: 711).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-815-0000 (TTY: 711)।

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-815-0000 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-815-0000 (رقم هاتف الصم والبكم: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-815-0000 (ATS : 711).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-815-0000 (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-815-0000 (TTY: 711).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-815-0000 (TTY: 711).

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-815-0000 (TTY: 711).

Health Plan Options in CY2019

Contract Number	Organization	State	County	Customer Service Phone	Customer Service Phone TTY	Contract Type
H0088	WELLCARE HEALTH INSURANCE OF NEW YORK, INC.	NY	New York	(800) 278-5155	711	Local PPO
H0423	METROPLUS HEALTH PLAN, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(866) 986-0356	711	HMO/HMOPOS
H1205	INTEGRA MLTC, INC.	NY	Bronx, Kings, New York, Queens	(877) 388-5195	711	HMO/HMOPOS
H1722	HEALTH POINTE OF NEW YORK, LLC	NY	Bronx, Kings, New York, Queens	(844) 269-3442	711	HMO/HMOPOS
H1777	CATHOLIC SPECIAL NEEDS PLAN, LLC	NY	Bronx, Kings, New York, Queens, Richmond	(800) 373-3177	(800) 662-1220	HMO/HMOPOS
H2168	VILLAGE SENIOR SERVICES CORPORATION	NY	Bronx, Kings, New York, Queens	(800) 469-6292	711	HMO/HMOPOS
H2288	BRIGHT HEALTH INSURANCE COMPANY OF NEW YORK	NY	Kings, New York, Queens	(844) 202-4974	711	HMO/HMOPOS
H2292	OXFORD HEALTH INSURANCE, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(800) 393-0993	711	Local PPO
H2773	QUALITY HEALTH PLANS OF NEW YORK, INC.	NY	Queens, Richmond	(877) 233-7058	711	HMO/HMOPOS
H3018	CENTERS PLAN FOR HEALTHY LIVING, LLC	NY	Bronx, Kings, New York, Queens, Richmond	(800) 466-2745	(800) 421-1220	Medicare-Medicaid Plan HMO/HMOPOS
H3307	OXFORD HEALTH PLANS (NY), INC.	NY	Bronx, Kings, New York, Queens, Richmond	(800) 643-4845	711	HMO/HMOPOS
H3312	AETNA HEALTH INC. (NY)	NY	Bronx, Kings, New York, Queens, Richmond	(800) 282-5366	711	HMO/HMOPOS
H3328	THE NEW YORK STATE CATHOLIC HEALTH PLAN, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(800) 247-1447	711	HMO/HMOPOS
H3330	HEALTH INSURANCE PLAN OF GREATER NEW YORK	NY	Bronx, Kings, New York, Queens, Richmond	(877) 344-7364	711	HMO/HMOPOS

HMO - Health Maintenance Organization

Medicare-Medicaid Plan - integrated plan

PDP - Prescription Drug Plan

POS - Point of Service; PPO - Preferred Provider Organization

Health Plan Options in CY2019

Contract Number	Organization	State	County	Customer Service Phone	Customer Service Phone TTY	Contract Type
H3347	ELDERPLAN, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(800) 353-3765	711	HMO/HMOPOS
H3359	HEALTHFIRST HEALTH PLAN, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(888) 260-1010	(888) 542-3821	HMO/HMOPOS
H3379	UNITEDHEALTHCARE OF NEW YORK, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(800) 643-4845	711	HMO/HMOPOS
H3387	UNITEDHEALTHCARE OF NEW YORK, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(800) 514-4912	711	HMO/HMOPOS
H3533	HUMANA HEALTH COMPANY OF NEW YORK, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(800) 457-4708	711	HMO/HMOPOS
H3930	SPARTAN PLAN NY, INC.	NY	Kings, Richmond	(844) 896-0628	711	HMO/HMOPOS
H4868	WELLCARE OF NEW YORK, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(800) 278-5155	711	HMO/HMOPOS
H4922	AGEWELL NEW YORK, LLC	NY	Bronx, Kings, New York, Queens	(866) 586-8044	(800) 662-1220	HMO/HMOPOS
H5441	HEALTHFIRST HEALTH PLAN, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(855) 675-7630	711	Medicare-Medicaid Plan HMO/HMOPOS
H5521	AETNA LIFE INSURANCE COMPANY	NY	Bronx, Kings, New York, Queens, Richmond	(800) 282-5366	711	Local PPO
H5549	VNS CHOICE	NY	Bronx, Kings, New York, Queens, Richmond	(866) 783-1444	711	HMO/HMOPOS
H5970	HUMANA INSURANCE COMPANY OF NEW YORK	NY	Bronx, Kings, New York, Queens, Richmond	(800) 457-4708	711	Local PPO
H5989	CENTERLIGHT HEALTHCARE, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(833) 252-2737	711	HMO/HMOPOS
H5991	AFFINITY HEALTH PLAN, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(877) 234-4499	711	HMO/HMOPOS
H5992	SENIOR WHOLE HEALTH OF NEW YORK, INC.	NY	Bronx, Kings, New York, Queens	(877) 353-0185	711	HMO/HMOPOS

HMO - Health Maintenance Organization

Medicare-Medicaid Plan - integrated plan

PDP - Prescription Drug Plan

POS - Point of Service
 PPO - Preferred Provider Organization
 Local PPO - Local Preferred Provider Organization
 Medicare-Medicaid Plan - integrated plan covering Medicare, Medicaid, and long term care services

Health Plan Options in CY2019

Contract Number	Organization	State	County	Customer Service Phone	Customer Service Phone TTY	Contract Type
H6435	ELDERSERVE HEALTH, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(800) 950-9000	711	Medicare-Medicaid Plan HMO/HMOPOS
H6776	ELDERSERVE HEALTH, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(800) 580-7000	711	HMO/HMOPOS
H6988	CENTERS PLAN FOR HEALTHY LIVING, LLC	NY	Bronx, Kings, New York, Queens, Richmond	(877) 940-9330	(800) 421-1220	HMO/HMOPOS
H8029	ELDERPLAN, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(855) 462-3167	711	Medicare-Medicaid Plan HMO/HMOPOS
H8432	EMPIRE HEALTHCHOICE HMO, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(844) 887-6351	711	HMO/HMOPOS
H8457	LONGEVITY HEALTH PLAN OF NEW YORK, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(888) 885-7337	711	HMO/HMOPOS
H8490	VNS CHOICE	NY	Bronx, Kings, New York, Queens, Richmond	(866) 783-1444	711	Medicare-Medicaid Plan HMO/HMOPOS
H8851	SENIOR WHOLE HEALTH OF NEW YORK, INC.	NY	Bronx, Kings, New York, Queens	(844) 861-3432	711	Medicare-Medicaid Plan HMO/HMOPOS
H9516	BRIGHT HEALTH INSURANCE COMPANY OF NEW YORK	NY	Kings, New York, Queens	(844) 202-4974	711	Local PPO
H9869	PARTNERS HEALTH PLAN, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(855) 747-5483	(800) 662-1220	Medicare-Medicaid Plan HMO/HMOPOS
R5342	UNITED HEALTHCARE INSURANCE COMPANY OF NEW YORK	NY	Bronx, Kings, New York, Queens, Richmond	(800) 711-6088	711	Regional CCP
S4607	MERIT HEALTH INSURANCE COMPANY	NY	Bronx, Kings, New York, Queens, Richmond	(800) 424-5870	711	PDR

HMO - Health Maintenance Organization

Medicare-Medicaid Plan - integrated plan

PDP - Prescription Drug Plan

POS - Point-of-Sale Plan
 PPO - Preferred Provider Organization
 R - Referred Provider Organization
 CCP - Community Care Plan
 PDR - Prescription Drug Plan

Health Plan Options in CY2019

Contract Number	Organization	State	County	Customer Service Phone	Customer Service Phone TTY	Contract Type
S4802	WELL CARE PRESCRIPTION INSURANCE, INC.	NY	Bronx, Kings, New York, Queens, Richmond	(888) 550-5252	711	PDP
S5552	HUMANANA INSURANCE COMPANY OF NEW YORK	NY	Bronx, Kings, New York, Queens, Richmond	(800) 281-6918	711	PDP
S5601	SILVERSCRIPT INSURANCE COMPANY	NY	Bronx, Kings, New York, Queens, Richmond	(866) 235-5660	711	PDP
S5617	CIGNA HEALTH AND LIFE INSURANCE COMPANY	NY	Bronx, Kings, New York, Queens, Richmond	(800) 222-6700	711	PDP
S5768	FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	NY	Bronx, Kings, New York, Queens, Richmond	(844) 233-1938	711	PDP
S5805	UNITED HEALTHCARE INSURANCE COMPANY OF NEW YORK	NY	Bronx, Kings, New York, Queens, Richmond	(888) 867-5575	711	PDP
S5810	AETNA LIFE INSURANCE COMPANY	NY	Bronx, Kings, New York, Queens, Richmond	(877) 238-6211	711	PDP
S5921	UNITED HEALTHCARE INS. CO. & UHC INS. CO. OF NY	NY	Bronx, Kings, New York, Queens, Richmond	(866) 460-8854	711	PDP
S5983	MEDCO CONTAINMENT INSURANCE COMPANY OF NEW YORK	NY	Bronx, Kings, New York, Queens, Richmond	(800) 758-4570	(800) 716-3231	PDP
S7694	ENVISION INSURANCE COMPANY	NY	Bronx, Kings, New York, Queens, Richmond	(866) 250-2005	711	PDP